

BUDGET SUPPLEMENT NO: 5

May 23, 2006

SUBJECT: Case Management for Seniors

BUDGET SUPPLEMENT REQUEST SUMMARY

The purpose of this Budget Supplement is to request resources to support a pilot Case Management program for Sunnyvale seniors (please refer to Attachment B: Case Management Budget Supplement Detail Form). Case Management, also known as Care Management, assists seniors and their families in identifying care and service needs. This type of program also arranges for and monitors the delivery of appropriate social and medical services by qualified service providers, which may range from health and psychosocial assessments, care planning, service arrangements and care monitoring. One of the primary goals of Case Management is to link individuals with services that will allow them to maintain their independence and continue to live in their home if it is safe. \$60,000 will cover the cost of a part-time Case Manager who would provide care management services to Sunnyvale Seniors as well as additional casual part-time hours needed at the Senior Center front counter to address increased call volume resulting from the program and to provide support to the Case Manager. If Council approves this Budget Supplement, staff will work with the Council on Aging to provide \$20,000 towards the cost. Therefore, the net cost to the City is anticipated to be \$40,000 for one year.

BACKGROUND

During the December 13, 2005 Public Hearing regarding proposed Study Issues for 2006, several members of the public spoke requesting that City Council consider reinstating a Case Management program for Sunnyvale seniors.

Contrary to the belief of some members of the public, Case/Care Management has never been a City service; however, at one time a service was offered by Sunnyvale Community Services. Sunnyvale Community Services stopped providing these services in May 2003, primarily as a cost savings measure for the organization.

In 2003, the Sunnyvale Community Services Board of Directors prioritized the agency's programs and services. While the case management program was considered beneficial for the 80 to 100 seniors served each year, this service was considered a lower priority than food distribution and financial assistance to families facing eviction, utility disconnections and untreated medical problems. Since that time, a Case Manager has not been available in Sunnyvale, although Sunnyvale residents may access case management services through other agencies in the region.

Sunnyvale Community Services provided 1,200 hours of case management in four categories:

1. Assessment
2. Care planning
3. Service arrangement
4. Monitoring of the senior client

At the January 24, 2006 Council meeting, a member of the Advisory Council to the Council on Aging Silicon Valley stated that the County of Santa Clara would be willing to provide \$20,000 to the City of Sunnyvale to offset a portion of the anticipated costs for providing a case management program for Sunnyvale seniors.

After staff had an opportunity to research this issue, it was found that contrary to this individual's statement at the January 24 Council meeting, funding will not come from the County of Santa Clara, but from the Council on Aging Silicon Valley. The Council on Aging Silicon Valley is a non-profit organization that is funded by Federal funding under the Older Americans Act, State matching funds, the United Way, Medi-cal and various foundations. To receive funding from the Council on Aging a grant application is usually required.

At the Fiscal Issues Workshop on January 30, 2006, Council directed staff to explore implementation alternatives for a Case Management Program in Sunnyvale and to develop a Budget Supplement for consideration in the FY2006/2007 Resource Allocation Plan.

EXISTING POLICY

Open Space and Recreation Sub-Element

Key Initiative: Determine relative priorities of needs and allocation of resources to specific activities and user groups within the community.

Socio Economic Sub-Element

Policy 5.1G.1 Encourage the co-location of health and social service providers in Sunnyvale to facilitate the availability of such services.

5.1H.3a Continue to provide incentives to co-locate services at City facilities serving seniors.

DISCUSSION

This Budget Supplement has been prepared based on Council direction provided at the January 30, 2006, Fiscal Issues Workshop and if approved, will provide

resources to conduct a pilot program for the provision of case (care) management for approximately sixty Sunnyvale seniors. The goal of a case management program is to enable functionally impaired older persons to obtain services that promote and maintain the optimum level of functioning in the least restrictive setting possible. One of the primary goals of Case Management is to link individuals with services to maintain their independence and continue to live in their home if it is safe.

There are four major components to a case management program:

1. Comprehensive Assessment: To collect information about a client with multiple needs (social, environmental, physical and/or mental) and determine the necessary supportive or other appropriate services to meet those needs.
2. Care Planning: To write an individualized plan of care and services under a case management system based on a comprehensive assessment of the client's condition and/or resources.
3. Service Authorization and Arrangement: To obtain services according to an individualized care plan by coordinating existing services, authorization for payment of services, and purchase of services.
4. Case Monitoring: To determine quality and effectiveness of services provided to a client according to an individualized care plan; to maintain periodic client contact to determine if change has occurred; and to take appropriate action as necessary.

Case management assists seniors and their families or caregivers in identifying care and service needs. This type of program arranges for and monitors the delivery of appropriate social and medical services, which may range from health and psychosocial assessments, care planning, service arrangements and care monitoring. It may also include arranging for Home Care that includes both short and long-term care for nursing, therapy, medical assistance, nutrition, domestic service and more.

Staff estimated that it would cost approximately \$120,000 for a full-time employee and part-time support staff to provide 1,200 hours of case management services including: assessment, care planning, arranging for services and monitoring of the senior client. Council's direction was to consider a pilot program based on 600 hours of case management services at a cost of \$60,000, with \$20,000 coming from the Council on Aging Silicon Valley to offset a portion of these costs.

Staff has met with the Managing Director of the Council on Aging Silicon Valley and discussed various options for implementing a pilot program. Although a specific agreement has not been reached, it appears likely that the City will be

able to contract with the Council on Aging Silicon Valley for their organization to provide case management services. In this scenario, the City would provide reception services, office/counseling space, a computer, phone service and a secure filing area. The Council on Aging would directly employ the Case Manager and assign them to the Sunnyvale Senior Center to provide approximately 600 hours of case management services. Rather than the Council on Aging paying the City \$20,000 to offset a portion of the \$60,000 cost of these services, the City would pay the Council on Aging approximately \$40,000 (less any initial costs to establish an office space at the Senior Center such as a computer and phone line).

This alternative provides the City with an opportunity to explore the demand for case management services in Sunnyvale while at the same time taking advantage of the Council on Aging's experience in the provision of case management services throughout the region. If Council approves this Budget Supplement, staff will work with the Managing Director of the Council on Aging to formalize an agreement for a pilot program to be provided by the Council on Aging at a cost to the City of no more than \$40,000. The proposed Budget Supplement reflects the \$60,000 for a case management program directly provided by the City in the event a formal agreement cannot be reached with the Council on Aging and the City must employ a Case Manager directly. In this situation, the City would secure a \$20,000 contribution before proceeding. Therefore, the Budget Supplement also reflects the \$20,000 as revenue so that the net cost will be \$40,000 to the City.

The plan currently under consideration is to house the case management program at the Sunnyvale Senior Center; however, another location, such as the Columbia Neighborhood Center or Sunnyvale Community Services may be more accessible to those seniors having the greatest need for services. Staff intends to evaluate the optimum location for the Case Manager as part of the pilot program.

Staff would evaluate the program after the first nine months and bring a report back to Council to determine whether the program should continue.

SERVICE LEVEL IMPACT

Approval of Budget Supplement #5 will provide resources to support a pilot Case (Care) Management Program for Sunnyvale seniors. The program would be conducted in partnership with the Council on Aging, a local non-profit that receives funding from the Federal and State governments, Medi-cal, the United Way and a number of private foundations. The Case Management Program would be housed at the Sunnyvale Senior Center and the Council on Aging would provide a qualified staff person to conduct comprehensive assessments, care planning, service authorization and arrangements, and case monitoring of approximately sixty senior clients.

FISCAL IMPACT

Approval of Budget Supplement #5 would establish a pilot program for a half-time case management program in Sunnyvale, funded by the General Fund at a net cost of no more than \$40,000 for the City. The General Fund subsidy to the Community Recreation Fund would be adjusted to reflect this service level increase.

If the program were to be funded by the Community Recreation Fund with no increased subsidy from the General Fund, reductions would need to be made in other recreation programs, as there is no surplus within the Community Recreation Fund to absorb an increase in the budget. Any service level reductions would need to come from those activities in the Community Recreation Fund that are subsidized. These include programs for youth, seniors and the disabled.

CONCLUSION

At one time, a full-time case management program was provided to Sunnyvale seniors by the non-profit organization, Sunnyvale Community Services. This program served approximately sixty to eighty Sunnyvale seniors annually. The program was discontinued in May 2003 as a cost savings measure for Sunnyvale Community Services. Since that time, Sunnyvale seniors have continued to be able to access case management services through other regional agencies; however, the services may not have been as conveniently located. Agencies providing case/care management services to Sunnyvale residents include:

- Avenidas Senior Center in Palo Alto (Information and referral services only for Sunnyvale residents)
- Council on Aging Silicon Valley – Multipurpose Senior Services Program (San Jose office)
- Council on Aging Silicon Valley – Linkages Program (San Jose office)
- Milpitas Senior Center (Priority given to Milpitas residents. Non-residents may receive information and referral, but not home visits.)
- Peninsula Volunteers Little House in Menlo Park

(Please refer to Attachment A – Case Management Services Available in Silicon Valley for a detailed list of services available locally.)

The potential partnership with the non-profit Council on Aging Silicon Valley provides the City with an opportunity to explore the feasibility of providing a case management program at the Sunnyvale Senior Center and determining the demand for such services by local seniors. Staff has not contacted any other organizations to discuss potential partnerships as this Budget Issue was initiated in response to the availability of funding from the Council on Aging Silicon Valley. Based on conversations with staff in other local case management programs, a

partnership with the Council on Aging Silicon Valley appears to be an efficient way to leverage City resources to provide this type of social service.

PUBLIC CONTACT

Public contact was made through posting of the Council agenda on the City's official notice bulletin board, posting of the agenda and report on the City's web page, and the availability of the report in the City Clerk's office, Library, Parks and Recreation Administration office, Corporation Yard, Community Center and Senior Center.

Copies of this report have been provided to members of the Sunnyvale Parks and Recreation Commission; Mr. Paul Issacs, Managing Director of the Council on Aging Silicon Valley; and Ms. Nancy Tivol, Executive Director of Sunnyvale Community Services. Staff spoke with Ms. Tivol prior to preparation of this report to discuss the status of the case management program previously provided by her organization and to Mr. Issacs regarding a tentative agreement for the placement of a qualified Case Manager at the Sunnyvale Senior Center.

The concept of a Case Management program at the Sunnyvale Senior Center was discussed by the Senior Center Advisory Committee on March 13, 2006. Although the general consensus of the members appeared supportive of the need for case management services, some members of the committee raised concerns about the potential impact to other services currently offered at the Senior Center and questioned whether the Senior Center was the appropriate venue for offering these services.

Prepared by:

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City Manager's Recommendation

☐ Approve Budget Supplement for funding

☐ Do Not Approve Budget Supplement for funding

Amy Chan
City Manager

Attachments

- A – Case Management Available Services Overview
- B – Budget Supplement Detail Form

CASE MANAGEMENT

The Care Management programs are designed for seniors and disabled adults who need a coordinated plan in order to remain independent and in their homes. The program consults with clients, family members and others who may be assisting in arranging a plan for care of clients who are frail, have recently been discharged from a hospital, or may need assistance with transition to a higher level of care, such as a nursing facility.

**SERVICES AVAILABLE IN SILICON VALLEY
SPRING 2006**

The following is an overview of case management services available for seniors in Silicon Valley:

AGENCY/ ORGANIZATION	DESCRIPTION OF SERVICES	ELIGIBLE CLIENTS	AVAILABLE FOR SUNNYVALE RESIDENTS	NOTES	CONTACT
Avenidas Senior Center in Palo Alto	FT Case Manager, 2 PT staff for I & R	Palo Alto residents; targets homebound frail elderly	Yes, for I & R. Palo Alto residents only for home visits	Some fee based services include: counseling, support groups, spouse caregiver, consultations with families, etc.	Diane Wilson, Manager of Social Work (650) 289-5438
Campbell Adult Center	Provides in-home, social service assistance	For frail, isolated, low-income, at-risk elderly	For City of Campbell residents only	Contract with OUTREACH \$12,500 for PT bilingual social worker, 10-12 hrs/wk.	Kathy Whitcomb, Director (408) 866-2146
Care Advocacy Program And Exploring Housing Options – City of San Jose Office on Aging	Helps seniors learn about community services, arranges for needed assistance. Information and referral service. Exploring Housing Options available twice a month on Thursdays to assist individuals seeking housing.	For ages 60+. Care advocates make home visits to homebound seniors to do assessments. Two care advocates serve the City of SJ; one works on the East side; the other the West side. 11 AM-1 PM at senior centers (11 sites total) Afternoon for home visits.	No	Maintain office hours at SJ Senior Centers. Healthy Neighborhood Venture Fund. Concern that Tobacco settlement money funding is decreasing and could impact program.	Office on Aging (408) 979-7907; Eva Lee Gerontology Supervisor also provides bi-lingual services in Chinese. (408) 979-7902

AGENCY/ ORGANIZATION	DESCRIPTION OF SERVICES	ELIGIBLE CLIENTS	AVAILABLE FOR SUNNYVALE RESIDENTS	NOTES	CONTACT
Council on Aging Silicon Valley	Multipurpose Senior Services Program - MSSP	MediCal recipients, SSI ages 65+, nursing home eligible	Yes. 33 Sunnyvale residents were served in 2004/05	Serves low income, frail seniors	Paul Isaacs, Deputy Director (408) 350-3286
Council on Aging Silicon Valley	“Linkages “– services include Senior Adult Legal Assistance, Nutrition Sites, etc.	Ages 60+ Income is not an issue for frail/homebound or disabled	Yes. 18 Sunnyvale residents were served in 2004/05	Linkages has a waiting list of 50 which will take months to clear	Paul Isaacs, Deputy Director (408) 350-3286
Cupertino Senior Center	Case Management provided by FT Case Manager. Program was cut for 1 year and re- activated in 2005. Case load of 120 cases annually. Bilingual services in Chinese,	For City of Cupertino residents (and W. SJ with 95129 zip code)	No.	Funding sources:20% COA \$19,750 20% Enterprise Fund and 60% City General Fund \$58,300.	Julia Lamy, Director of Cupertino Senior Center (408) 777-3150
Milpitas Senior Center	Case manager is available weekdays Office hours 9-noon 1-4 M-F. Bilingual services in Vietnamese; PT case manager bilingual Mandarin	For seniors and disabled. Assist with: housing, SSI, Medicare/Medical, transportation, in-home care needs, health care, legal and insurance.	Priority for Milpitas residents. Non- residents may receive information and referral, but not home visits.	Funding provided by City of Milpitas.	Case Manager, Lechi Nguyen (408) 586- 2758

AGENCY/ ORGANIZATION	DESCRIPTION OF SERVICES	ELIGIBLE CLIENTS	AVAILABLE FOR SUNNYVALE RESIDENTS	NOTES	CONTACT
Mountain View Community Services	Senior Case Manager consultation with seniors and families regarding life changes. Two case managers; one FT 37 1/2 hours and one 35 hours per week. Serves 185-200 clients annually. 50-60 active cases.	For residents of Mt. View, Los Altos and Los Altos Hills. 40% of clients are ages 85+; 15% are in 90s. Available drop-in basis, first Friday of each month 10:00-11:00 AM. Services for ages 60+, regardless of income levels	No	Provided by Community Services Agency for Mt. View and Los Altos. Funding sources include: COA, SC County, Cities of Mt. View, Los Altos & Los Altos Hills, Grove Foundation & private donations.	Kathy Chavez, Director of Senior Services Case Management (650) 968-0836 ext. 131; Jim Boin, Development Director for CSA for grant funding and other funding sources (650) 968-0836 ext. 15.
Peninsula Volunteers Little House in Menlo Park	Social Worker on the 1 st & 3 rd Thursday from 9:30-10:30 AM.	Two Thursdays a month, social worker available for free consultation on appointment basis.	Yes	Older Adults Care Management, Pathways Hospice and Continuous Care, Professional Home Care Associates and Rosener House each contribute to provide a Social Worker	Janice Pierce, Director of Peninsula Volunteers Little House (650) 326-2025
Santa Clara Senior Center	Case Management provided 36 per week; City of Santa Clara Police may assist with cases involving Adult Protect. Services. I.E. Sept/Oct 05 12 cases; 78 ongoing cases, 33 home visits, 8 visits with RN; 7 office visits	Ages 60+ residents of Santa Clara	No	COA Title III funding; balance 40K from City General Fund; donations accepted. 3 PT nurses on contract with City funding and SC Women's League; matching funding 14K	Becky Juntado, Director of Santa Clara Senior Center (408) 615-3170

BUDGET SUPPLEMENT FORM

Fiscal Year 2006/2007

BUDGET SUPPLEMENT #5: CASE MANAGEMENT FOR SENIORS

FISCAL IMPACT :	\$40,000
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TOTAL PROPOSED COSTS (Savings) :	\$60,000
TOTAL PROPOSED REVENUES :	\$20,000
NET IMPACT :	\$40,000

20-YEAR IMPACT :	\$40,000
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DESCRIPTION OF THE TYPE OF RESOURCES AND THE PURPOSE FOR WHICH THEY ARE BEING REQUESTED:

This Budget Supplement will provide resources to conduct a pilot program for the provision of case (care) management for Sunnyvale seniors.

CURRENT		PROPOSED	
PROGRAM 646 – ARTS AND RECREATION PROGRAMS AND OPERATION OF RECREATION FACILITIES			
STATEMENT		STATEMENT	
Provide cost effective arts and recreation programs, facilities and services that result in high customer satisfaction and participation due to quality, cost and availability of options...		One proposed Change. Add: Providing case management for Sunnyvale seniors including assessment of core and service needs, and arranging and maintaining delivery of appropriate services.	
PROGRAM MEASURES			
MEASURE	TARGET	MEASURE	TARGET
		Number of Sunnyvale Seniors served by case management program.	60
SERVICE DELIVERY PLAN 646-04			
DESCRIPTION OF SERVICE DELIVERY PLAN		DESCRIPTION OF SERVICE DELIVERY PLAN	
Support the needs of older adults for recreation and arts services by providing...		One proposed change. Add: Case management for Sunnyvale seniors including assessment of core and service needs, and arranging for and monitoring services.	

ACTIVITIES/PRODUCTS							
CURRENT				PROPOSED			
ACTIVITY #	DESCRIPTION	PRODUCT TYPE	PRODUCT	ACTIVITY #	DESCRIPTION	PRODUCT TYPE	PRODUCT
N/A	N/A	N/A	N/A	NEW	Case Management for Sunnyvale Seniors	Number of Clients Served	60
FISCAL IMPACT							
TOTAL SDP COSTS – CURRENT		\$905,714		TOTAL SDP COSTS – PROPOSED		\$965,714	

ACTIVITY DETAIL COST, HOURS AND PRODUCTS

SERVICE DELIVERY PLAN 646-04

PERSONNEL

ACTIVITY #	JOB CODE	CLASSIFICATION	WORK HOURS	PRODUCTS	COSTS
NEW	8102	Part Time Office Assistant	760	0	\$23,621
NEW	9981	Casual Professional	780	60	\$33,563
TOTALS			1,540	60	\$57,184

PURCHASED GOODS AND SERVICES

ACTIVITY #	OBJECT LEVEL	OBJECT NAME	COSTS
NEW	5050	Computer	\$2,500
NEW	5150	Filing Cabinet	\$200
NEW	5357	Office Supplies	\$116
TOTAL			\$2,816

GRAND TOTAL **\$60,000**